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1 · IM and usability: Broadcasting information via display names in instant messaging

Stephanie Smale, Saul Greenberg

November 2005 **Proceedings of the 2005 international ACM SIGGROUP conference on Supporting group work GROUP '05**

Publisher: ACM Press

Full text available: pdf(421.03 KB) Additional Information: full citation, abstract, references, index terms

Many instant messenger (IM) clients let a person specify the identifying name that appears in another person's contact list. We have noticed that many people add extra information to this name as a way to broadcast information to their contacts. Twelve IM contact lists comprising 444 individuals were monitored over three weeks to observe how these individuals used and altered their display names. Almost half of them changed their display names at varying frequencies, where the new information fe ...

Keywords: awareness, communication, display name, instant messenger

2 I M everywhere: Instant messaging in teen life

Rebecca E. Grinter, Leysia Palen

November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Publisher: ACM Press

Full text available: pdf(348.66 KB) Additional Information: full citation, abstract, references, citings, index terms

Instant Messaging (IM) is being widely adopted by teenagers. In a study of 16 teenage IM users, we explore IM as an emerging feature of teen life, focusing our questions on its support of interpersonal communication and its role and salience in everyday life. We qualitatively describe the teens' IM use interpersonally, as well as its place in the domestic ecology. We also identify technology adoption conditions and discuss behaviors around privacy management. In this initial investigation, we fo ...

Keywords: CSCW, HCI, chat, communications, domestic information technology, instant messaging, qualitative user study, teenagers

3 Educational & help systems: StudioBRIDGE: using group, location, and event information to bridge online and offline encounters for co-located learning groups

Susan Yee, Kat S. Park
April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Publisher: ACM Press
Full text available: pdf(346.59 KB) Additional Information: full citation, abstract, references, index terms

StudioBRIDGE is an awareness system, based on instant messaging (IM), developed for students working in open studio spaces in the Architecture Department at the Massachusetts Institute of Technology (MIT). The goal of StudioBRIDGE is to help students initiate online and offline interactions by giving them an awareness of nearby people, groups, locations, and events of the community. Even when students are working in close proximity to each other, they are often not aware of the activities and ex ...

Keywords: awareness, computer-mediated communication, informal interactions, opportunistic interfaces

4 Supporting social presence through lightweight photo sharing on and off the desktop
Scott Counts, Eric Fellheimer
April 2004 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Publisher: ACM Press
Full text available: pdf(208.15 KB) Additional Information: full citation, abstract, references, index terms

Lightweight photo sharing, particularly via mobile devices, is fast becoming a common communication medium used for maintaining a presence in the lives of friends and family. How should such systems be designed to maximize this social presence while maintaining simplicity? An experimental photo sharing system was developed and tested that, compared to current systems, offers highly simplified, group-centric sharing, automatic and persistent people-centric organization, and tightly integrated des ...

Keywords: digital photographs, mobile devices, photo sharing, social computing, social presence

5 Anchored conversations: chatting in the context of a document
Elizabeth F. Churchill, Jonathan Trevor, Sara Bly, Les Nelson, Davor Cubranic
April 2000 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Publisher: ACM Press
Full text available: pdf(1.20 MB) Additional Information: full citation, abstract, references, citings, index terms

This paper describes an application-independent tool called Anchored Conversations that brings together text-based conversations and documents. The design of Anchored Conversations is based on our observations of the use of documents and text chats in collaborative settings. We observed that chat spaces support work conversations, but they do not allow the close integration of conversations with work documents that can be seen when people are working together face-to-face. Anchored Conversati ...

Keywords: CSCW, asynchronous communication, collaboration, conversations, shared documents, sticky chats, synchronous communication, text-based chat

6 Social awareness and availability: The AWARE architecture: supporting context-mediated social awareness in mobile cooperation
Jakob E. Bardram, Thomas R. Hansen

November 2004 **Proceedings of the 2004 ACM conference on Computer supported cooperative work**
Publisher: ACM Press
Full text available: pdf(287.88 KB) Additional Information: full citation, abstract, references, index terms

Maintaining social awareness of the working context of fellow co-workers is crucial to successful cooperation. For mobile, non co-located workers, however, this social awareness is hard to maintain. In this paper we present the concept of Context-Mediated Social Awareness to denote how context-aware computing can be used to facilitate social awareness. We illustrate the concept in a case study of mobile collaboration in a hospital and present the `AwarePhone', which is designed ...

Keywords: awarephone, context-aware computing, mobile computing, pervasive healthcare, social awareness, ubiquitous computing

7 ContactMap: Organizing communication in a social desktop
Steve Whittaker, Quentin Jones, Bonnie Nardi, Mike Creech, Loren Terveen, Ellen Isaacs, John Hainsworth
December 2004 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 11 Issue 4
Publisher: ACM Press
Full text available: pdf(4.29 MB) Additional Information: full citation, abstract, references, index terms

Modern work is a highly social process, offering many cues for people to organize communication and access information. Shared physical workplaces provide natural support for tasks such as (a) social reminding about communication commitments and keeping track of collaborators and friends, and (b) social data mining of local expertise for advice and information. However, many people now collaborate remotely using tools such as email and voicemail. Our field studie ...

Keywords: Email, human-computer interaction, instant messaging, interpersonal communication, iterative user-centered design, personal information management, personal social desktop, social data mining, social reminding, visualization

8 Special issue on Mobile Data Management: Exploiting epidemic data dissemination for consistent lookup operations in mobile applications
Christoph Lindemann, Oliver P. Waldhorst
July 2004 **ACM SIGMOBILE Mobile Computing and Communications Review**, Volume 8 Issue 3
Publisher: ACM Press
Full text available: pdf(391.34 KB) Additional Information: full citation, abstract, references

This paper presents a general-purpose distributed lookup service, denoted Passive Distributed Indexing (PDI). PDI stores entries in form of (key, value) pairs in index caches located at mobile devices. Index caches are filled by epidemic dissemination of popular index entries. By exploiting node mobility, PDI can resolve most queries locally without sending messages outside the radio coverage of the inquiring node. For keeping index caches coherent, configurable value timeouts implementing im ...

9 Designing for the mobile device: experiences, challenges, and methods: Mobile research strategies for a global market
Colleen Page
July 2005 **Communications of the ACM**, Volume 48 Issue 7
Publisher: ACM Press
Full text available: pdf(517.01 KB) Additional Information:

html(30.26 KB) full citation, abstract, references, index terms

The user-centered design focus at Microsoft has evolved in parallel with emerging mobile technologies. We started with a Contextual Inquiry (CI) initiative in 1997 to gather mobile communication and information requirements in the Northwest U.S. Later, as users adopted wireless data services---Short Message Service (SMS), Wireless Application Protocol (WAP), mobile instant messenger, and email clients---the focus turned to more specific usage issues in key international markets. This article pre ...

10 Social awareness and availability: Putting systems into place: a qualitative study of design requirements for location-aware community systems

Quentin Jones, Sukeshini A. Grandhi, Steve Whittaker, Keerti Chivakula, Loren Terveen

November 2004 **Proceedings of the 2004 ACM conference on Computer supported cooperative work**

Publisher: ACM Press

Full text available: pdf(505.90 KB) Additional Information: full citation, abstract, references, citings, index terms

We present a conceptual framework for location-aware community systems and results from two studies of how socially-defined places influence people's information sharing and communication needs.

The first study identified a relationship between people's familiarity with a place and their desire for either stable or dynamic place-related information. The second study explored the utility of various system features highlighted by our conceptual framework. It clarified the ...

Keywords: context aware computing, diary studies, location based services, p3-systems, semi-structured interviews, ubiquitous/pervasive computing, virtual communities

11 ECSGlasses and EyePliances: using attention to open sociable windows of interaction

Jeffrey S. Shell, Roel Vertegaal, Daniel Cheng, Alexander W. Skaburskis, Changuk Sohn, A. James Stewart, Omar Aoudeh, Connor Dickie

March 2004 **Proceedings of the 2004 symposium on Eye tracking research & applications ETRA '04**

Publisher: ACM Press

Full text available: pdf(14.56 MB) Additional Information: full citation, abstract, references, citings, index terms

We present ECSGlasses: wearable eye contact sensing glasses that detect human eye contact. ECSGlasses report eye contact to digital devices, appliances and EyePliances in the user's *attention space*. Devices use this attentional cue to engage in a more sociable process of turn taking with users. This has the potential to reduce inappropriate intrusions, and limit their disruptiveness. We describe new prototype systems, including the Attentive Messaging Service (AMS), the Attentive Hit Coun ...

Keywords: attentive user interfaces, context-aware computing, eye contact sensing, eye tracking, ubiquitous computing

12 Privacy 1: Who gets to know what when: configuring privacy permissions in an awareness application

Sameer Patil, Jennifer Lai

April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Publisher: ACM Press
Full text available: pdf(715.75 KB) Additional Information: full citation, abstract, references, index terms

We report on a study (N=36) of user preferences for balancing awareness with privacy. Participants defined permissions for sharing of location, availability, calendar information and instant messaging (IM) activity within an application called mySpace. MySpace is an interactive visualization of the physical workplace that provides dynamic information about people, places and equipment. We found a significant preference for defining privacy permissions at the group level. While "family" received ...

Keywords: awareness, context-aware computing, contextual communication, information disclosure, permission structures, privacy

13 Usage patterns of FriendZone: mobile location-based community services

Asaf Burak, Taly Sharon
October 2004 **Proceedings of the 3rd international conference on Mobile and ubiquitous multimedia MUM '04**
Publisher: ACM Press
Full text available: pdf(327.23 KB) Additional Information: full citation, abstract, references

How do users accept, and use, for a long period of time, location based services (LBS) on their mobile handsets? FriendZone, a suite of mobile Location-based Community Services has been launched. The services included Instant Messaging and Locator (IM&L), Location-based Chat, and Anonymous Instant Messaging (AIM), with supporting Privacy Management.A 21 month usage survey of more than 47,000 users, most of them young adults, followed by user interviews, is reported herein. The results indicate t ...

Keywords: 3G, LBS, SMS, WAP, location-based services, mixed reality, mobile communities, ubiquitous computing

14 Weaving a social fabric into existing software

Li-Te Cheng, John Patterson, Steven L. Rohall, Susanne Hupfer, Steven Ross
March 2005 **Proceedings of the 4th international conference on Aspect-oriented software development AOSD '05**
Publisher: ACM Press
Full text available: pdf(513.36 KB) Additional Information: full citation, abstract, references, index terms

Contextual collaboration is a promising approach to embedding new collaborative features into existing applications. However, incorporating such new features may be too difficult for applications without extensible frameworks or too complex for legacy, custom, and mission-critical applications. We present Aspect-Oriented Retrofitting as a lightweight approach to embedding contextual collaboration in this class of applications, describe guidelines for designing retrofitting aspects, and walk thro ...

Keywords: application retrofitting, aspect oriented programming, computer supported cooperative work, groupware, software reuse

15 Privacy 1: Location disclosure to social relations: why, when, & what people want to share

Sunny Consolvo, Ian E. Smith, Tara Matthews, Anthony LaMarca, Jason Tabert, Pauline Powledge
April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Publisher: ACM Press

Full text available: pdf(523.15 KB) Additional Information: full citation, abstract, references, index terms

Advances in location-enhanced technology are making it easier for us to be located by others. These new technologies present a difficult privacy tradeoff, as disclosing one's location to another person or service could be risky, yet valuable. To explore whether and what users are willing to disclose about their location to social relations, we conducted a three-phased formative study. Our results show that the most important factors were *who* was requesting, *why* the requester wanted ...

Keywords: experience sampling, location-enhanced computing, privacy, privacy classification, social relations, ubiquitous computing

16 Long papers: Supporting awareness in instant messaging: an empirical study and mechanism design

Minh Hong Tran, Yun Yang, Gitesh K. Raikundalia

November 2005 **Proceedings of the 19th conference of the computer-human interaction special interest group (CHISIG) of Australia on Computer-human interaction: citizens online: considerations for today and the future OZCHI '05**

Publisher: Computer-Human Interaction Special Interest Group (CHISIG) of Australia

Full text available: pdf(235.00 KB) Additional Information: full citation, abstract, references

Supporting awareness plays a prominent role in facilitating natural and effective communication in Instant Messaging (IM). This paper reports our empirical study of awareness in IM, using an online survey and face-to-face interviews to identify user needs for awareness support. The study has identified three themes, including awareness of multiple concurrent conversations, presence awareness of a group conversation, and visibility of moment-to-moment listeners and viewers. The study showed that ...

Keywords: awareness, chat tools, design, empirical study, instant messaging

17 Interaction and outeraction: instant messaging in action

Bonnie A. Nardi, Steve Whittaker, Erin Bradner

December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**

Publisher: ACM Press

Full text available: pdf(163.10 KB) Additional Information: full citation, abstract, references, citings, index terms

We discuss findings from an ethnographic study of instant messaging (IM) in the workplace and its implications for media theory. We describe how instant messaging supports a variety of informal communication tasks. We document the affordances of IM that support flexible, expressive communication. We describe some unexpected uses of IM that highlight aspects of communication which are not part of current media theorizing. They pertain to communicative processes people use to connect with eac ...

Keywords: computer-mediated communication, informal communication, instant messaging, media theory, outeraction

18 Social computing 3: Collective creation and sense-making of mobile media

Antti Salovaara, Giulio Jacucci, Antti Oulasvirta, Timo Saari, Pekka Kanerva, Esko Kurvinen, Sauli Tiitta

April 2006 **Proceedings of the SIGCHI conference on Human Factors in computing systems CHI '06**

Publisher: ACM Press
Full text available: pdf(910.99 KB) Additional Information: full citation, abstract, references, index terms

Traditionally, mobile media sharing and messaging has been studied from the perspective of an individual author making media available to other users. With the aim of supporting spectator groups at large-scale events, we developed a messaging application for camera phones with the idea of collectively created albums called Media Stories. The field trial at a rally competition pointed out the collective and participative practices involved in the creation and sense-making of media, challenging th ...

Keywords: collective use, computer-mediated communication, mobile group media, mobile phone applications

19 Design iterations for a location-aware event planner

Zachary Pousman, Giovanni Iachello, Rachel Fithian, Jehan Moghazy, John Stasko
May 2004 **Personal and Ubiquitous Computing**, Volume 8 Issue 2
Publisher: Springer-Verlag
Full text available: pdf(270.56 KB) Additional Information: full citation, abstract, index terms

We present the user-centered design and testing process of a mobile, location-aware event planner. Using questionnaires, interviews, and discussions with potential users, we investigated the ways individuals plan social events, such as business meetings, dinners and gatherings, and perform the attendant communication tasks. We catalogued the contextually dependent ways in which people plan their meetings and informal social events and devised a wide range of conceptual sketches to address our po ...

Keywords: Cell phone, Location-awareness, Mobile calendar, Personal information management, Planning, Spontaneous events

20 ConNexus to awarenex: extending awareness to mobile users

John C. Tang, Nicole Yankelovich, James Begole, Max Van Kleek, Francis Li, Janak Bhalodia
March 2001 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Publisher: ACM Press
Full text available: pdf(522.50 KB) Additional Information: full citation, abstract, references, citings, index terms

We explored the use of awareness information to facilitate communication by developing a series of prototypes. The ConNexus prototype integrates awareness information, instant messaging, and other communication channels in an interface that runs on a desktop computer. The Awarenex prototype extends that functionality to wireless handheld devices, such as a Palm. A speech interface also enables callers to make use of the awareness information over the telephone. While the prototypes offer si ...

Keywords: CSCW, awareness, computer-mediated communication, instant messaging, mobile devices, wireless handhelds

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1 Interaction and outeraction: instant messaging in action

Bonnie A. Nardi, Steve Whittaker, Erin Bradner
December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**
Publisher: ACM Press

Full text available: pdf(163.10 KB) Additional Information: full citation, abstract, references, citings, index terms

We discuss findings from an ethnographic study of instant messaging (IM) in the workplace and its implications for media theory. We describe how instant messaging supports a variety of informal communication tasks. We document the affordances of IM that support flexible, expressive communication. We describe some unexpected uses of IM that highlight aspects of communication which are not part of current media theorizing. They pertain to communicative processes people use to connect with eac ...

Keywords: computer-mediated communication, informal communication, instant messaging, media theory, outeraction

2 Supporting social presence through lightweight photo sharing on and off the desktop

Scott Counts, Eric Fellheimer
April 2004 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Publisher: ACM Press

Full text available: pdf(208.15 KB) Additional Information: full citation, abstract, references, index terms

Lightweight photo sharing, particularly via mobile devices, is fast becoming a common communication medium used for maintaining a presence in the lives of friends and family. How should such systems be designed to maximize this social presence while maintaining simplicity? An experimental photo sharing system was developed and tested that, compared to current systems, offers highly simplified, group-centric sharing, automatic and persistent people-centric organization, and tightly integrated des ...

Keywords: digital photographs, mobile devices, photo sharing, social computing, social presence

3 I M everywhere: The character, functions, and styles of instant messaging in the

workplace
Ellen Isaacs, Alan Walendowski, Steve Whittaker, Diane J. Schiano, Candace Kamm
November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**
Publisher: ACM Press

Full text available: pdf(519.02 KB) Additional Information: full citation, abstract, references, citings, index terms

Current perceptions of Instant Messaging (IM) use are based primarily on self-report studies. We logged thousands of (mostly) workplace IM conversations and evaluated their conversational characteristics and functions. Contrary to prior research, we found that the primary use of workplace IM was for complex work discussions. Only 28% of conversations were simple, single-purpose interactions and only 31% were about scheduling or coordination. Moreover, people rarely switched from IM to another me ...

Keywords: informal communication, instant messaging, media switching, multitasking, workplace collaboration

4 Privacy 1: Location disclosure to social relations: why, when, & what people want to share
Sunny Consolvo, Ian E. Smith, Tara Matthews, Anthony LaMarca, Jason Tabert, Pauline Powledge
April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Publisher: ACM Press
Full text available: pdf(523.15 KB) Additional Information: full citation, abstract, references, index terms

Advances in location-enhanced technology are making it easier for us to be located by others. These new technologies present a difficult privacy tradeoff, as disclosing one's location to another person or service could be risky, yet valuable. To explore whether and what users are willing to disclose about their location to social relations, we conducted a three-phased formative study. Our results show that the most important factors were *who* was requesting, *why* the requester wanted ...

Keywords: experience sampling, location-enhanced computing, privacy, privacy classification, social relations, ubiquitous computing

5 I M everywhere: What is chat doing in the workplace?
Mark Handel, James D. Herbsleb
November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**
Publisher: ACM Press

Full text available: pdf(627.10 KB) Additional Information: full citation, abstract, references, citings, index terms

We report an empirical study of a synchronous messaging application with group-oriented functionality designed to support teams in the workplace. In particular, the tool supports group chat windows that allow members of a group to communicate with text that persists for about a day. We describe the experience of 6 globally-distributed work groups who used the tool over a period of 17 months. An analysis of use shows that the group functionality was used primarily for bursts of synchronous conver ...

Keywords: MUD, awareness, chat, groupware, instant messaging, presence, teams

6 Peer-to-peer infrastructure: Pastiche: making backup cheap and easy

Landon P. Cox, Christopher D. Murray, Brian D. Noble
December 2002 **ACM SIGOPS Operating Systems Review**, Volume 36 Issue SI
Publisher: ACM Press
Full text available: pdf(1.65 MB) Additional Information: full citation, abstract, references

Backup is cumbersome and expensive. Individual users almost never back up their data, and backup is a significant cost in large organizations. This paper presents *Pastiche*, a simple and inexpensive backup system. Pastiche exploits excess disk capacity to perform peer-to-peer backup with no administrative costs. Each node minimizes storage overhead by selecting peers that share a significant amount of data. It is easy for common installations to find suitable peers, and peers with high ove ...

7 Common sense and reason: Guidelines are a tool: building a design knowledge management system for programmers

Mike Kuniavsky, Srinivas Raghavan
November 2005 **Proceedings of the 2005 conference on Designing for User eXperience DUX '05**
Publisher: AIGA: American Institute of Graphic Arts
Full text available: pdf(452.64 KB) Additional Information: full citation, abstract, references

This case study describes the creation of an internal design knowledge management tool for web developers as a means to encourage user-centered development practices. With a goal to shift a software development culture from waterfall-style to user-centered practices, the repository of knowledge and code is created as an incentive for programmers to create interfaces in a user-centered and consistent way.Several experimental techniques are used in development of the tool. The process treats softw ...

Keywords: agile design, design management, interaction design, process innovation, program management, user-centered design, web design

8 Conversation trees and threaded chats

Marc Smith, J. J. Cadiz, Byron Burkhalter
December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**
Publisher: ACM Press
Full text available: pdf(163.07 KB) Additional Information: full citation, abstract, references, citings, index terms

Chat programs and instant messaging services are increasingly popular among Internet users. However, basic issues with the interfaces and data structures of most forms of chat limit their utility for use in formal interactions (like group meetings) and decision-making tasks. In this paper, we discuss Threaded Text Chat, a program designed to address some of the deficiencies of current chat programs. Standard forms of chat introduce ambiguity into interaction in a number of ways, most profo ...

Keywords: chat programs, computer mediated communication, conversation, human computer human interaction, persistent conversation, synchronous communication, turn-taking

9 Short Talks: Social net: using patterns of physical proximity over time to infer shared interests

Michael Terry, Elizabeth D. Mynatt, Kathy Ryall, Darren Leigh
April 2002 **CHI '02 extended abstracts on Human factors in computing systems**

Publisher: ACM Press
Full text available: pdf(251.98 KB) Additional Information: full citation, abstract, references, citings

We describe Social Net, a novel interest-matching application that uses patterns of collocation, over time, to infer shared interests between users. Social Net demonstrates new possibilities and methods for using the capabilities of mobile devices equipped with RF-communications.

Keywords: matchmaking, mobile device, wearable computing

10 Self-organizing systems: Small-scale peer-to-peer overlays
Minor Gordon
July 2006 **ACM SIGOPS Operating Systems Review**, Volume 40 Issue 3
Publisher: ACM Press
Full text available: pdf(139.48 KB) Additional Information: full citation, abstract, references

Scalability and efficient global search in large-scale peer-to-peer overlays often come at the expense of small-scale, local interactions between peers. For many users, local operations such as browsing, messaging, and direct content exchange between nodes may be more useful than access to the network as a whole. In this note we sketch the design of a small-scale overlay for applications such as ticketing systems, editorial coordination, and ad hoc workflows that currently rely on more general a ...

11 Technical and social components of peer-to-peer computing: An end-user perspective on file-sharing systems
Jintae Lee
February 2003 **Communications of the ACM**, Volume 46 Issue 2
Publisher: ACM Press
Full text available: pdf(91.50 KB) html(25.44 KB) Additional Information: full citation, abstract, references, index terms

P2P file-sharing systems enable their users to share files directly among themselves without the need for a central file server. They form one of the most well-known categories of P2P systems, thanks largely to the Napster controversy and its appeal to the large potential user base. At its peak, Napster boasted a registered user base of 70 million [9] and 1.57 million simultaneous users. Now, after Napster's downfall, over 50 systems have taken its place. The files shared through these systems i ...

12 Designing sticky knowledge networks
Ashley A. Bush, Amrit Tiwana
May 2005 **Communications of the ACM**, Volume 48 Issue 5
Publisher: ACM Press
Full text available: pdf(232.69 KB) html(25.68 KB) Additional Information: full citation, abstract, references, index terms

Much of any organization's experience and expertise remains underused and underexploited simply because it resides not in databases, repositories, or manuals but in the minds of its employees. Attempting to harness such distributed expertise, organizations have begun implementing collaborative knowledge networks---peer-to-peer digital networks connecting individuals with relevant expertise to their peers who need it [10, 11]. Unfortunately, however, successful knowledge networks represent the oc ...

13 Usage patterns of FriendZone: mobile location-based community services
Asaf Burak, Taly Sharon
October 2004 **Proceedings of the 3rd international conference on Mobile and**

ubiquitous multimedia MUM '04
Publisher: ACM Press
Full text available: pdf(327.23 KB) Additional Information: full citation, abstract, references

How do users accept, and use, for a long period of time, location based services (LBS) on their mobile handsets? FriendZone, a suite of mobile Location-based Community Services has been launched. The services included Instant Messaging and Locator (IM&L), Location-based Chat, and Anonymous Instant Messaging (AIM), with supporting Privacy Management.A 21 month usage survey of more than 47,000 users, most of them young adults, followed by user interviews, is reported herein. The results indicate t ...

Keywords: 3G, LBS, SMS, WAP, location-based services, mixed reality, mobile communities, ubiquitous computing

14 I Think, therefore IM: Introducing instant messaging and chat in the workplace
James D. Herbsleb, David L. Atkins, David G. Boyer, Mark Handel, Thomas A. Finholt
April 2002 **Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves**
Publisher: ACM Press
Full text available: pdf(619.32 KB) Additional Information: full citation, abstract, references, citings, index terms

We report on our experiences of introducing an instant messaging and group chat application into geographically distributed workgroups. We describe a number of issues we encountered, including privacy concerns, individual versus group training, and focusing on teams or individuals. The perception of the tool's utility was a complex issue, depending both on users' views of the importance of informal communication, and their perceptions of the nature of cross-site communication issues. Finally, we ...

Keywords: chat, distributed teams, groupware, instant messaging, presence awareness, technology diffusion

15 Information access and retrieval (IAR): Distributed collaborative filtering for peer-to-peer file sharing systems
Jun Wang, Johan Pouwelse, Reginald L. Lagendijk, Marcel J. T. Reinders
April 2006 **Proceedings of the 2006 ACM symposium on Applied computing SAC '06**
Publisher: ACM Press
Full text available: pdf(578.43 KB) Additional Information: full citation, abstract, references

Collaborative filtering requires a centralized rating database. However, within a peer-to-peer network such a centralized database is not readily available. In this paper, we propose a fully distributed collaborative filtering method that is *self-organizing* and operates in a *distributed* way. Similarity ranks between multimedia files (items) are calculated by log-based user profiles and are stored locally at these items in so-called *buddy tables*. This intuitively creates a se ...

Keywords: collaborative filtering, peer-to-peer networks, personalization, recommendation

16 Communication privacy: Off-the-record communication, or, why not to use PGP
Nikita Borisov, Ian Goldberg, Eric Brewer
October 2004 **Proceedings of the 2004 ACM workshop on Privacy in the electronic society**
Publisher: ACM Press

Full text available: pdf(154.87 KB) Additional Information: full citation, abstract, references, index terms

Quite often on the Internet, cryptography is used to protect private, personal communications. However, most commonly, systems such as PGP are used, which use long-lived encryption keys (subject to compromise) for confidentiality, and digital signatures (which provide strong, and in some jurisdictions, legal, proof of authorship) for authenticity.

In this paper, we argue that most social communications online should have just the opposite of the above two properties; namely, they shoul ...

Keywords: deniability, perfect forward secrecy, private communication

17 Using knowledge to predict and manage: Responsiveness in instant messaging: predictive models supporting inter-personal communication

Daniel Avrahami, Scott E. Hudson

April 2006 **Proceedings of the SIGCHI conference on Human Factors in computing systems CHI '06**

Publisher: ACM Press

Full text available: pdf(598.55 KB) Additional Information: full citation, abstract, references, index terms

For the majority of us, inter-personal communication is an essential part of our daily lives. Instant Messaging, or IM, has been growing in popularity for personal and work-related communication. The low cost of sending a message, combined with the limited awareness provided by current IM systems result in messages often arriving at inconvenient or disruptive times. In a step towards solving this problem, we created statistical models that successfully predict responsiveness to incoming instant ...

Keywords: availability, awareness, interruptibility, responsiveness, statistical models of human activity

18 Knowledge and education: Visualizing multiple network perspectives

Misja N. Hoebe, Rien Bosma

June 2004 **Proceedings of the conference on Dutch directions in HCI**

Publisher: ACM Press

Full text available: pdf(103.99 KB) Additional Information: full citation, abstract, references

In this paper, we describe a tool for displaying multiple network perspectives, where each perspective is a relation in which resources on the network are linked to others via a shared property. Every change or addition of perspective can be seen as a context switch, providing the actor with various navigation paths through a complex, multidimensional information space. This tool will attempt to capture and visualize the increasing amount of information coming available through the tools and sta ...

Keywords: constructivism, semantic web, social networks, visualization

19 Applications: Remote controlling devices using instant messaging: building an intelligent gateway in Erlang/OTP

Simon Aurell

September 2005 **Proceedings of the 2005 ACM SIGPLAN workshop on Erlang ERLANG '05**

Publisher: ACM Press

Full text available: pdf(220.43 KB) Additional Information: full citation, abstract, references, index terms

This paper shows how instant messaging technology can be used for remote controlling of devices, and outlines some of the issues involved, of which the most important is security. The concept of controlling and monitoring devices using instant messaging dialogue, presence and buddy list features is applied to a home automation context, and the idea and implementation of a prototype system is described. The paper describes how the excellent robustness and prototyping qualities of Erlang/OTP were ...

Keywords: Erlang, agents, home automation, instant messaging, networked appliances, presence, remote controlling, ubiquity

20 Late breaking result papers: Exploring the design and use of peripheral displays of awareness information

Edward S. De Guzman, Margaret Yau, Anthony Gagliano, Austin Park, Anind K. Dey

April 2004 **CHI '04 extended abstracts on Human factors in computing systems**

Publisher: ACM Press

Full text available: pdf(120.03 KB) Additional Information: full citation, abstract, references, citings, index terms

Peripheral displays allow users to monitor an information source while focusing on a separate primary task. In this paper, we present our work investigating what form peripheral displays of awareness information from instant messaging programs may take and the role these displays could have in existing communication practices. We describe several prototypes of tangible, aesthetic displays of awareness information. A focus group involving users of instant messaging software revealed that the awar ...

Keywords: awareness, computer-mediated communication, instant messaging, peripheral display

Results 1 - 20 of 200 Result page: **1** 2 3 4 5 6 7 8 9 10 next

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EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	318816	(compar$3 or match$3 or distinguish$3) with (address or contact or information)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	OFF	2006/09/22 11:07
L2	436	(compar$3 or match$3 or distinguish$3) with (address or contact or information) with (chat or IM)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	OFF	2006/09/22 11:07
L3	398	(compar$3 or match$3) with (address or contact or information) with (chat or IM)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	OFF	2006/09/22 11:08
L4	223	(compar$3 or match$3) with (address or contact) with (chat or IM)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	OFF	2006/09/22 11:08
L5	18	(compar$3 or match$3) with (address or contact) with (list or table) with (chat or IM)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	OFF	2006/09/22 11:11
L6	12737	(compar$3 or match$3 or shar$3) with (address or contact) with (list or table)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:13
L7	265	(compar$3 or match$3 or shar$3) with (address or contact) with (list or table or diary) and (chat or IRC or "instant mess$5") with (user or participant$1 or clients or individual or customer)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:15
L8	156	(compar$3 or shar$3) with (address or contact) with (list or table or diary) and (chat or IRC or "instant mess$5") with (user or participant$1 or clients or individual or customer)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:15

EAST Search History

L9	156	(compar$3 or shar$3) with (address or contact) with (list or table) and (chat or IRC or "instant mess$5") with (user or participant$1 or clients or individual or customer)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:37
L10	30	(compar$3 or shar$3) with (address or contact) with (list or table) and (chat or IRC or "instant mess$5") with (session) with (user or participant$1 or clients or individual or customer)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:27
L11	20	(compar$3 or shar$3 collaborat$4) with (address or contact) with (list or table) same (chat or IRC or "instant mess$5") with (user or participant$1 or clients or individual or customer)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:30
L12	22	(compar$3 or shar$3 collaborat$4 or exchang$3) with (address or contact) with (list or table) with (user or participant$1 or clients or individual or customer) same (chat or IRC or "instant mess$5")	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:32
L13	5	(compar$3 or shar$3 collaborat$4 or exchang$3) near3 (address or contact) with (list or table) with (user or participant$1 or clients or individual or customer) same (chat or IRC or "instant mess$5")	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:33
L14	23	709/204,205.ccls. and (compar$3 or shar$3) with (address or contact) with (list or table) and (chat or IRC or "instant mess$5") with (user or participant$1 or clients or individual or customer)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:41
L15	27	709/204,205.ccls. and (compar$3 or shar$3) with (address or contact or "buddy list") with (list or table) and (chat or IRC or "instant mess$5") with (user or participant$1 or clients or individual or customer)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:42
L16	7	709/204,205.ccls. and (compar$3 or shar$3) with ("buddy list") with (list or table) and (chat or IRC or "instant mess$5") with (user or participant$1 or clients or individual or customer)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2006/09/22 11:42
S1	44432	chat or IRC or im or "instant mess$5"	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 11:49

EAST Search History

S2	3863	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/25 09:30
S3	2	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) near8 (interactive or GUI) same (updat$4) same (list$ or contact$)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:04
S4	6	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) same (interactive or GUI) same (updat$4) same (list$ or contact$)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:09
S5	19	(interactive$3 or GUI) same (updat$4 or populat$4) same (list$ or contact$ or address$4) same (permission$2)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:25
S6	0	(chat or IRC or im or "instant mess$5") near4 (group) same (interactive$3 or GUI) same (updat$4 or populat$4) same (list$ or contact$ or address$4) same (permission$2)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:26
S7	3	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) same (updat$4 or populat$4) same (list$ or contact$ or address$4) same (permission$2)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:32
S8	37	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) same (compar$4 or differen$5) near4 (list$ or contact$ or address$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:41
S9	82	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) same (access$4 or modif$4) near4 (list$ or contact$ or address$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:43
S10	82	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (access$4 or modif$4) near4 (list$ or contact$ or address$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:43

EAST Search History

S11	5	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (access$4 or modif$4) near4 (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:51
S12	0	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (collaborat$4) near5 (work or task$4) near4 (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:52
S13	1	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (collaborat$4) same (work or task$4) near4 (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:53
S14	1	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (collaborat$4) same (work or task$4) same (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:54
S15	81	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:55
S16	8	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4) same (GUI or icon or interactiv$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:56
S17	2795843	(chat or IRC or im or "instant mess$5") near$5 (session$ or window$ or group$) near$4 (multiple)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/25 09:33
S18	1	"6564261".pn.	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 17:41

EAST Search History

S19	368	(contact$1 or address$2) same (shar$3 or offer$3) same (chat or "instant messenger" or messenger or IRC)	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 18:01
S20	218	(contact$1 or address$2) same (shar$3) same (chat or "instant messenger" or messenger or IRC)	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 17:46
S21	51	(contact$1 or address$2) same (shar$3) same (chat or "instant messenger" or messenger or IRC) same (list or table)	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 17:47
S22	42	709/205,206.ccls. and (contact$1 or address$2) same (shar$3 or offer$3) same (chat or "instant messenger" or messenger or IRC)	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 18:01
S23	57	709/204.ccls. and (contact or information) with (list) with (modif$4 or chang$3 or ammend)	US-PGPUB; USPAT; EPO	OR	ON	2006/03/30 19:46
S24	30	709/204.ccls. and (contact or information) with (list) with (modif$4 or chang$3 or ammend) and (chat or IRC or im or "instant mess$5")	US-PGPUB; USPAT; EPO	OR	ON	2006/03/30 19:50
S25	5	709/204.ccls. and (chat or IRC or im or "instant mess$5") with (user or participant$1 or clients or individual or customer) with (contact or information) with (modif$4 or chang$3 or ammend) with (list or table or database)	US-PGPUB; USPAT; EPO	OR	ON	2006/03/30 19:53